

Exhibit B



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February 25, 2003

Richard A. Tomlin, Esquire
IBM Corporation
8051 Congress Avenue
IMAD 4041
Boca Raton, FL 33487

RE: New U.S. Patent Application
SYSTEM FOR RECOGNITION OF
CSR INTERACTION EFFECTIVENESS
IBM Docket No. BOC9-2003-0013; Our Reference No.: 6169-383

Dear Dick:

Thank you for your letter dated February 24, 2003. In accordance with IBM standard protocol, a patent application will be prepared and filed in the above-referenced matter on or before June 24, 2003. Notwithstanding, we will strive to prepare the patent application in an expedient manner.

As always, thank you for allowing us to be of assistance to you.

Very truly yours,

AKERMAN SENTERFITT

A handwritten signature in black ink, appearing to read "Kevin T. Cuenot".

Kevin T. Cuenot

KTC/aa

cc: Gregory A. Nelson, Esquire